

Is Your Airport Terminal Operating At An Optimum Level?

IATA's Level of Service (LoS) Concept is the industry benchmark for optimum passenger terminal facilities.



DEPARTURE



As featured
in the
IATA ADRM
iata.org/adrm



CHECK-IN

Proper arrangement of self-service options such as self bagging and bag drop stations are cutting down wait times, improving passengers' travel experience and resulting in increased efficiency in terms of space utilization and operations.



Self-Service

Check-in Desk

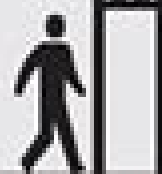
Boarding Pass
and Tagging

Bag Drop
Desk/Station



SECURITY

The introduction of risk-based security concepts, advanced screening technologies and process innovations will enable passengers to proceed with minimal inconvenience while optimizing security resources and airport facilities.



PASSPORT CONTROL

Improved border control solutions in the areas of passenger data / document verification and other regulatory requirements makes immigration hassle-free and comfortable for passengers and for border officers.

Automatic
Border Control

Staffed
Immigration Desk



BOARDING GATES

Having adequate space while passengers wait for boarding is also a vital component of the passenger travel experience.



**50 - 70%
to be seated**

Waiting space 1.8 m² - 2.2 m²
Boarding speed 1.2 m² - 1.3 m²

**More optimum
departures mean more
future arrivals!**



**OPTIMUM
Queuing Times**

**ECONOMY
CLASS**

1 - 2 min

1 - 5 min

10 - 20 min

5 - 10 min

1 - 5 min

5 - 10 min



**OPTIMUM Space
per passenger**

1.3 - 1.6 m²

1.0 - 1.2 m²

1.0 - 1.2 m²



CUSTOMS CONTROL

These waiting times refer to a procedure when 100% of the passengers are being checked by Customs.



1 - 5 min

**Do you
know your
Level of
Service?**

1.3 - 1.6 m²



BAGGAGE CLAIM

No matter the size of your terminal, passengers expect to claim their baggage in a timely manner. After all, it's often the last touch-point you have with passengers. Why not end it on a high note?



WIDE BODY



NARROW BODY



First passenger to first bag / Last bag on belt (from first delivery)

0 / 25 min

0 / 15 min

1.5 - 1.7 m²



PASSPORT CONTROL

The right mix of self-service technologies with border officers provides a seamless and pleasant welcome for passengers of your airport.



Staffed Immigration
Desk

Automatic Border
Control

5 - 10 min

1 - 5 min

1.0 - 1.2 m²

**ECONOMY
CLASS**

**OPTIMUM
Queuing Times**



**OPTIMUM Space
per passenger**



ARRIVAL

Contact us for a professional assessment of your current passenger terminal or expansion plan.
For more information, e-mail us at consulting@iata.org or visit www.iata.org/los

Iata Reference Manual For Level Of Service

Andy Ricover, Jeffrey Delmon



Iata Reference Manual For Level Of Service:

Passenger Level of Service and Spatial Planning for Airport Terminals ,2011 ACRP report 55 examines passenger perception of level of service related to space allocation in specific areas within airport terminals The report evaluates level of service standards applied in the terminal planning and design process while testing the continued validity of historic space allocation parameters that have been in use for more than 30 years **Metric Handbook** Pamela Buxton,2015-03-05

Significantly updated in reference to the latest construction standards and evolving building types Many chapters revised including housing transport offices libraries and hotels New chapter on flood aware design Sustainable design integrated into chapters throughout Over 100 000 copies sold to successive generations of architects and designers this book belongs in every design studio and architecture school library The Metric Handbook is the major handbook of planning and design information for architects and architecture students Covering basic design data for all the major building types it is the ideal starting point for any project For each building type the book gives the basic design requirements and all the principal dimensional data and succinct guidance on how to use the information and what regulations the designer needs to be aware of As well as building types the Metric Handbook deals with broader aspects of design such as materials acoustics and lighting and general design data on human dimensions and space requirements The Metric Handbook provides an invaluable resource for solving everyday design and planning problems **Guidebook for Measuring Performance of Automated**

People Mover Systems at Airports ,2012 This report to help measure the performance of automated people mover APM systems at airports The guidebook identifies defines and demonstrates application of a broad range of performance measures encompassing service availability safety operations and maintenance expense capacity utilization user satisfaction and reliability **Transport Terminals and Modal Interchanges** Christopher Blow,2012-05-23 This is the first book to review

a trend in transport systems which has only recently come of age the multi modal interchange Separate modes of transport are being linked through joined up thinking and transport designers and authorities are only now able to exploit interchange opportunities This book presents examples of how these new opportunities have been planned and designed and outlines how transfer and mobility can be improved in the future Blow takes the airport as the focal point of true multi modal passenger terminals and presents the development of these buildings as representing a new experience in travel The book shows that the success of the experience of transferring from one mode of transport to another depends on the many factors including congestion in an already overloaded system and the way that designers and managers have addressed contingency planning International examples are drawn from areas where mobility is most concentrated and the demands on design are at their highest The book also addresses important issues of rebuilding and redevelopment where once separate modes of transport are being linked to each other and where short term inconveniences rectify past wrongs in the long term It is a compendium of architectural and engineering achievement *Airline Operations* Peter J. Bruce,Yi Gao,John M. C. King,2017-11-15

Written by a range of international industry practitioners this book offers a comprehensive overview of the essence and nature of airline operations in terms of an operational and regulatory framework the myriad of planning activities leading up to the current day and the nature of intense activity that typifies both normal and disrupted airline operations The first part outlines the importance of the regulatory framework underpinning airline operations exploring how airlines structure themselves in terms of network and business model The second part draws attention to the operational environment explaining the framework of the air traffic system and processes instigated by operational departments within airlines The third part presents a comprehensive breakdown of the activities that occur on the actual operating day The fourth part provides an eye opener into events that typically go wrong on the operating day and then the means by which airlines try to mitigate these problems Finally a glimpse is provided of future systems processes and technologies likely to be significant in airline operations

Airline Operations A Practical Guide offers valuable knowledge to industry and academia alike by providing readers with a well informed and interesting dialogue on critical functions that occur every day within airlines

Advances in Air Traffic Engineering Anna Kwasiborska, Jacek Skorupski, Irina Yatskiv, 2021-02-27 This book offers a timely snapshot of research and developments in the area of air traffic engineering and management It covers mathematical modeling reliability and optimization methods applied for improving different stages of flight operations including both aerodrome and terminal airspace operations It analyses and highlights important legal and safety aspects and discusses timely issues such as those concerned with Brexit and the use of unmanned aerial vehicles Gathering selected papers presented at the 6th edition of the International Scientific Conference on Air Traffic Engineering ATE 2020 held in October 2020 in Warsaw Poland this book offers a timely and inspiring source of information for both researchers and professionals in the field of air traffic engineering and management

Foundations of Airport Economics and Finance Hans-Arthur Vogel, 2019-03-21 *Foundations of Airport Economics and Finance* analyzes the impact key economic indicators play on an airport's financial performance As rapidly changing dynamics including liberalization commercialization and globalization are changing the nature of airports worldwide this book presents the significant challenges facing current and future airports Airports are evolving from quasi monopolies to commercial companies operating in a global environment with ever increasing passenger and cargo volumes and escalating security costs that put a greater strain on airport systems This book highlights the critical changes that airports are experiencing providing a basic understanding of both the economic and financial aspects of the air transport industry Identifies the economic roots of airport financial performance and how the interplay of its major parameters affects profitability Bridges the gap between the latest airport academic research and real world airport financial management Covers cases and scenarios of numerous airports from around the world Includes learning aids such as chapter introductions and summaries glossary and appendices

A Decision-Makers Guide to Public Private Partnerships in Airports Andy Ricover, Jeffrey Delmon, 2019-12-06 Airport development is critical to economic growth and poverty reduction This book will

help decision makers assess whether Public Private Partnerships PPP might be a viable option to meet their airport development requirements It walks the reader through the airport PPP process from early preparation to bringing the project to market and managing the project during implementation The book will help eradicate misconceptions about the role of the private sector in airport infrastructure A Decision Makers Guide to Public Private Partnerships in Airports provides an essential guide for those in a position to make decisions linked to airport development to their advisers their staff and also to students wishing to understand airport PPP Phoenix Sky Harbor International Airport ,2006 **Managing Airports 4th Edition** Anne Graham,2013-10-15 Managing Airports presents a comprehensive and cutting edge insight into today s international airport industry Approaching management topics from a strategic and commercial perspective rather than from an operational and technical angle the book provides an innovative insight into the processes behind running a successful airport This 4th edition has been fully revised and updated to reflect the many important developments in the management of airports and issues facing the aviation industry since the 3rd edition The 4th edition features New content on coping with an increasingly volatile and uncertain operating environment social media and other trends in technology the evolving airport airline relationship responding to sustainability pressures and new security policies New chapter focused solely on service quality and the passenger experience This is to reflect the increasing need for airports to offer wide ranging and quality services to their diverse customer base to remain competitive and to achieve high satisfaction levels Up dated and new international case studies to show recent issues and theory in practice New case studies on emerging economies such as China India and Brazil Accessible and up to date Managing Airports is ideal for students lecturers and researchers of transport and tourism and practitioners within the air transport industry **Beyond the Cockpit!** Dr. Sumeet Suseelan,2022-07-12 This book will help the readers understand aviation management from the basics to the advanced level covering the history and future of aviation policies by IATA ICAO and other related regulators airport management operations and functioning along with recent Government schemes to boost the aviation industry Readers can refer to this book for undergraduate and postgraduate programmes in aviation *Guidebook for Evaluating Terminal Renewal Versus Replacement Options* Ricondo & Associates,2012 At head of title Airport Cooperative Research Program **Metric Handbook** David Adler,2007-06-07 Originally devised as a guide for converting from imperial to metric measurements The Metric Handbook has since been totally transformed into a major international handbook of planning and design data The second edition has been completely updated with most chapters being totally rewritten to meet the needs of the modern designer The book contains nearly 50 chapters dealing with all the principal building types from airports factories and warehouses offices shops and hospitals to schools religious buildings and libraries For each building type The Metric Handbook gives the basic design requirements and all the principal dimensional data Several chapters deal with general aspects of building such as materials lighting acoustics and tropical design There are also sections on general design data

including details of human dimensions and space requirements It is a unique authoritative reference for solving everyday planning problems In its various editions it has sold over 100 000 copies worldwide and continues to be a reference work belonging on every design office desk or drawing board Airport Terminals Christopher J. Blow,2013-10-22 Airport Terminals covers the significance of airport terminals and the politics of design This book is organized into seven parts encompassing 28 chapters that examine the architectural quality of airport terminals The first part highlights the basic terminal design principles including considerations of location size capacity and functional types The subsequent parts consider the taxonomy of aircraft terminal forms and the external landside factors These topics are followed by descriptions of the policies layouts configurations data sheets baggage handling flight information systems signage and fire criteria of airport terminals The final parts look into the external airside factors such as aircraft docking and loading as well as the redevelopment of existing airport terminals This book will be of use to architects engineers and airport terminal managers

Air Transport System Analysis and Modelling Milan Janic,2000-12-21 Presenting a comprehensive coverage Air Transport System Analysis and Modelling is a unique text dealing with the analysis and modelling of the processes and operations carried out in all three parts of the air transport system namely airports air traffic control and airlines Seen from a planners point of view this book provides insights into current methods and also gives details of new research Methods are given for the analysis and modelling of the capacity quality and economics of the service offered to users and includes illustrative analytical and simulation models of the systems operations supported by an appropriate analysis of real world events and applications Undergraduates and graduates in the field of air transport planning and technology applied operations research and applied transport economics will find this book to be of interest as will specialists involved with transport institutes and consulting firms policy makers dealing with air transport and the analysts and planners employed at air transport enterprises *Metric Handbook* David Littlefield,2008 This book deals with all the principal building types ranging from airports factories and warehouses offices shops and hospitals For each such building type the basic design requirements and all the principal dimensional data is given **Airport Engineering** Norman J. Ashford,Saleh Mumayiz,Paul H. Wright,2011-04-26 First published in 1979 Airport Engineering by Ashford and Wright has become a classic textbook in the education of airport engineers and transportation planners Over the past twenty years construction of new airports in the US has waned as construction abroad boomed This new edition of Airport Engineering will respond to this shift in the growth of airports globally with a focus on the role of the International Civil Aviation Organization ICAO while still providing the best practices and tested fundamentals that have made the book successful for over 30 years **Air Transport Management** Lucy Budd,Stephen Ison,2020-04-03 Air Transport Management An International Perspective provides in depth instruction in the diverse and dynamic area of commercial air transport management The 2nd edition has been extensively revised and updated to reflect the latest developments in the sector The textbook includes both introductory

reference material and more advanced content so as to provide a solid foundation in the core principles and practices of air transport management This 2nd edition includes a new chapter on airline regulation and deregulation and new dedicated chapters focusing on aviation safety and aviation security Four new contributors bring additional insights and expertise to the book The 2nd edition retains many of the key features of the 1st edition including A clearly structured topic based approach that provides information on key air transport management issues including aviation law economics airport and airline management finance environmental impacts human resource management and marketing Chapters authored by leading air transport academics and practitioners worldwide which provide an international perspective Learning objectives and key points which provide a framework for learning Boxed case studies and examples in each chapter Keyword definitions and stop and think boxes to prompt reflection and aid understanding of key terms and concepts Designed for undergraduate and postgraduate students studying aviation and business management degree programmes and industry practitioners seeking to expand their knowledge base the book provides a single point of reference to the key legal regulatory strategic and operational concepts and processes that shape the form and function of the world's commercial air transport industry

World Transport Research David A. Hensher, Jenny King, Tae Hoon Oum, 1996 Se publica una selecci n de 150 ponencias de las 552 presentadas a la Conferencia estructuradas en cuatro vol menes Estas ponencias representan lo ltimo en la investigaci n del transporte en el mundo cubren tanto aspectos te ricos como pr cticos y aportan una gran variedad de temas Dadas las dificultades de ordenaci n de las diferentes ponencias no se han podido publicar todas las ponencias de una misma materia juntas por lo que para facilitar la consulta en la p gina XIX se publica una tabla de materias y cada volumen cuenta con su propio ndice de autores Aviation Investment Dr Doramas Jorge-Calder n, 2014-01-31 Aviation Investment uniquely addresses investment appraisal methods across the key industries that make up the aviation sector including the airports air traffic management airline and aircraft manufacturing or aeronautic industries It is a practice oriented book where methods are presented through realistic case studies The emphasis is on economic appraisal or cost benefit analysis in order to determine the viability of projects not only for private investors but for society as a whole Financial cash flow appraisal is illustrated alongside economic appraisal as the latter builds on the former but also to show how economic appraisal enhances standard financial appraisal to determine the long term sustainability of any investment Aviation is a capital intensive sector that is growing rapidly with world traffic expected to double over the next 15 years or so A great deal of economic appraisal of investment projects takes place already as aviation is subject to government intervention through economic regulation and financial support and as both investors and policy makers seek to understand issues such as how environmental legislation may impact the viability of investments Both economic growth and welfare go hand in hand with sound investment decisions particularly regarding sectors such as aviation where investments are large and almost invariably debt financed Aviation Investment offers all aviation sub sectors a single source reference bringing together the theoretical

background of the economic appraisal literature and aviation investment in practice It is written in a style that is accessible to non academic professionals using formulae only where strictly necessary to enable practical applications and benefits from the substantial practical experience of the author

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